

Title	Coordinate and maintain the operation of a produce department in a grocery outlet		
Level	3	Credits	15

Purpose	<p>This unit standard is for people who are working as produce assistants or supervisors in a grocery outlet.</p> <p>People credited with this unit standard are able to: demonstrate knowledge of merchandising for a produce department; identify items sold in the produce department; coordinate the operation of a produce department; and maintain the operation of a produce department, in a grocery outlet.</p>
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Classification	Retail, Distribution, and Sales > Retail and Distribution Core Skills
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Available grade	Achieved
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Guidance Information

1 Definitions

Coordinate and maintain the operation of a produce department – relates to the front of house functions carried out in a grocery outlet which includes displaying and maintaining the stock, overseeing the produce department staff, maintaining the work area and interfacing with the customers.

Workplace procedures refer to applicable procedures found in the following: workplace performance guidelines and standards; manufacturer's procedures and specifications; Government and local body legislation.

2 Candidates undertaking assessment against this unit standard are expected to comply with the – Consumer Guarantees Act 1993, Fair Trading Act 1986, Food Act 2014, Health and Safety at Work Act 2015, Weights and Measures Act 1987.

3 Evidence for the practical components of this unit standard must either be gathered in the workplace or in a realistic environment where the candidate has to produce product or similar for customers who have the same expectations for quality and timeliness as a paying customer.

Outcomes and performance criteria

Outcome 1

Demonstrate knowledge of merchandising for a produce department in a grocery outlet.

Performance criteria

- 1.1 The key components for merchandising produce items are identified and described in terms of their impact on product display.
- Range key components include but are not limited to – colour, look, shelf-life, organisational directives.
- 1.2 Methods of display for produce items are identified and described in terms of their effect on the merchandising process.
- Range methods include but are not limited to – fresh, pre-packed, display cases, shelves, crates, layout, cross merchandising.
- 1.3 The importance of loss prevention procedures is explained in terms of the impact on the merchandising process.
- 1.4 The importance of operational and maintenance procedures for the management of a produce department is explained in terms of the impact on the merchandising process.
- Range operational and maintenance procedures include but are not limited to – handling produce items, maintaining the promotional area, timing stock replenishment, safe equipment use, maintaining cleaning procedures.

Outcome 2

Identify items sold in the produce department in a grocery outlet.

Performance criteria

- 2.1 Types of items sold in the produce department are identified in terms of seasonality, source, and availability.
- Range evidence of five different types of produce items sold in the candidate's workplace is required.
- 2.2 Alternative and/or replacement products for seasonally unavailable produce items are identified in terms of their compatibility with the unavailable produce item.
- Range evidence of five alternative or replacement items sold in the candidate's workplace is required.

Outcome 3

Coordinate the operation of a produce department in a grocery outlet.

Performance criteria

- 3.1 Staff levels and presentation are monitored to ensure operational efficiency and brand performance are maintained in accordance with workplace procedures.
- 3.2 Produce replenishment times are coordinated to ensure a minimum disruption to the customer purchasing experience in accordance with workplace procedures.
- 3.3 Beginning and end of day procedures are monitored to ensure produce stock is displayed and packed away to coordinate with business opening and closing hours in accordance with workplace procedures.
- 3.4 Ticketing of produce items is monitored to ensure correct prices are displayed and updated where required in accordance with workplace procedures.
- 3.5 Produce display area is monitored to ensure the appearance is clean and tidy and cleaning procedures are followed in accordance with workplace procedures.
- 3.6 Any customer enquiries and/or complaints are actioned promptly in accordance with workplace procedures.

Outcome 4

Maintain the operation of a produce department in a grocery outlet.

Performance criteria

- 4.1 Presentation and layout of the produce is maintained to ensure maximum merchandising appeal to the customer in accordance with workplace procedures.
- 4.2 Stocks of information pamphlets, bags, self-service items and pricing tickets are maintained in accordance with workplace procedures.
- 4.3 Bins and service area are maintained to ensure the area is kept clean and tidy in accordance with workplace procedures.
- 4.4 Produce quality is checked, stock is rotated, where required, and any contaminated produce is removed in accordance with workplace procedures.
- 4.5 Produce returns and/or recall are actioned, where required, in accordance with workplace procedures.
- 4.6 Any off-location displays are maintained in accordance with workplace procedures.

Replacement information	This unit standard replaced unit standard 15959, unit standard 21205, and unit standard 21206.
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Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	24 October 2014	31 December 2017
Rollover and Revision	2	20 August 2015	31 December 2021
Rollover and Revision	3	29 March 2018	31 December 2024
Review	4	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference	0112
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Ringa Hora Services Workforce Development Council qualifications@ringahora.nz if you wish to suggest changes to the content of this unit standard.